

Policy # 00028a: COMPLAINT POLICY AND PROCEDURE FOR COMMUNITY AND SCHOOL RELATIONS:

Control Information

Control Item	Details
Owner/Curator	Anita Grunder
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Revision History

Revision	Date	Revision Description	Originator
A	12/03/09	Initial Release	Grunder

1. Objective

The objective of this policy is to:

- 1.1 State the policy.
- 1.2 Provide a framework for the constructive resolution of complaints against the ICP Board and/or Muddy Creek Charter School.
- 1.3 Contain the procedure for resolving complaints and describe special considerations.
 - Definitions of Community Member and Board Liaison
 - Procedure for Resolving a Complaint
 - Special Considerations

2. The Policy

The Board believes that complaints are most effectively resolved when they are handled as close to their origin as possible.

3. The Procedure for Resolving a Complaint

This section contains the procedure for resolving complaints and describes special considerations.

3.1 Definitions

- 3.1.1. A community member is any person who has a relationship with Muddy Creek Charter School, including parents, staff, project partners, neighbors, and volunteers.
- 3.1.2. The Parent/Community Board Liaison is a sitting Board Member appointed by the ICP Board who serves as the liaison between the ICP Board and the community-at-large.

3.2 The Procedure

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints should go through the following channels for resolution before involvement of the ICP Board. Exceptions are complaints that concern Board actions or Board operations.

Step One: Initiating a Complaint

Any member of the public who wishes to express a complaint should first verbally discuss the matter with the school employee responsible. It is the intent of the School to solve problems and address all complaints as close as possible to their origin. School personnel will make themselves available to respond directly to such a complaint.

Step Two: The Executive Director

If the problem remains unresolved at Step One, the concerned part(ies) should work with the Executive Director to address the complaint or concern. The Executive Director shall record the complaint, investigate the complaint, and confer with the parties involved about a possible resolution. If the discussion with the Executive Director is unable to resolve the complaint satisfactorily, the complainant may file a signed, written complaint with the Executive Director clearly stating the nature of the complaint, a suggested remedy, and a request that the complaint be heard by the Board, which initiates Step Three. If a written complaint is filed, the Executive Director will prepare a written report of his/her findings and conclusion.

The Executive Director, before consideration and action by the Board, will investigate any complaint about school personnel. The Board will investigate any complaint about the Executive Director. The Board will not hear charges against employees in open session.

The Board may elect to hold the hearing in closed executive session if the subject matter qualifies under Oregon Revised Statutes.

If the complaint concerns the Executive Director, the complainant will first complete Step One (above) to strive for resolution. In the event that the problem remains unsolved, the complainant must file a written complaint (see 3.3.2 below).

Step Three: The Board

The written complaint will be passed by the Executive Director to the Board Liaison within one business day. The Executive Director's findings and conclusions shall be submitted to the Board Liaison within two business days. The Liaison will promptly notify the Board. The Board Liaison may wish to first confer with the complainant to ascertain the most appropriate form of hearing from among the following options:

- A. to mediate the conflict with the Board Liaison him/herself,
- B. to arrange a private interview with a subset of Board members, and/or
- C. to arrange a hearing by the entire Board, in open or closed session, as appropriate.

Whichever option, the Board or Board representative will review the complaint, the findings and conclusion of the Executive Director, hear the community member, and gather other evidence as deemed appropriate. Generally all parties involved, including the Executive Director, will be asked to attend this meeting for the purpose of presenting additional facts, making further explanations, and/or clarifying the issues. A written resolution of the hearing will be issued by the Board within 2 business days from the hearing.

3.3 Special Considerations

3.3.1 In the specific case of Personnel Complaints, the following considerations must be met:

- The Board will not hear personal complaints concerning school personnel nor against any person connected with the school system in public session. To do so could expose the Board to a charge of being party to slander and would prejudice any necessity to act as the final review of administrative recommendations regarding the matter.
- Instead, the Board Liaison may request a private interview with a subset of Board members or a meeting with the entire Board in closed session to hear the specific complaint about an employee.

- 3.3.2. In the case of a complaint about the Executive Director, the community member will first try to resolve the problem with the Executive Director. Thereafter, the complainant may pursue the matter and submit a written complaint (see Step 1) to the Board Liaison, who will then determine next steps, as in Step Three.
- 3.3.3. In the case of a complaint about a Board Member, the community member will first try to resolve the matter with the Board Member. Thereafter, the complainant may pursue the matter and submit a written complaint (see Step 1) to the Board Liaison, who will then determine next steps, as in Step Three. In the event the Board Liaison is the party in question, then any other Board Member will be approached to serve as Liaison in the particular case.
- 3.3.4. If the complaint alleges violation of the Standards for Oregon Public Schools, the Board shall, at the conclusion of the complaint review process, provide the complainant with written notice of the process for directing an appeal to the State Superintendent of Public Instruction. Such an appeal can only be filed after the school complaint procedures have been exhausted or after 45 days of filing the written complaint with the Executive Director, whichever occurs first.